Remarks

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are pending in the application. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 were finally rejected.

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 stand rejected under 35 U.S.C. § 102(e) over U.S. Patent 6,493,447 (Goss et al.). Applicant respectfully traverses the rejection and requests allowance of all of the pending claims.

Independent claims 1, 14, and 27 require identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 40, 61, and 81 require determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 101, 116, and 131 require identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate. Advantageously, the claims may be implemented in some embodiments to handle an incoming web call.

Goss does not disclose using a cookie or digital certificate to *identify* a web call center resource, as is asserted by the Office Action. In addition, Goss does not disclose using a cookie or digital certificate to determine whether any web call center resource is available or to identify a web service application. Goss does not discuss any information that is stored in a cookie. Goss refers to a cookie only at col. 6, line 11 and at col. 12, line 55. The text at col. 12, lines 57-59, suggests that a cookie *might* be used to identify the customer placing the call to a call center.

The final Office Action incorrectly asserts that "Goss, without a doubt, discloses using a cookie or digital certificate to identify a web call center resource, that resource being an agent." The Office Action then cites col. 5, lines 65-67, col. 6, lines 1-11, 27-33, 45-51, 61-65, col. 7, lines 1-10, col. 12, lines 31-37, 43-49, 55-59, and col. 13, lines

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7-10 and 31-36 in support of this assertion. The Office Action incorrectly asserts that the Web Server 30 "uses the information from the cookies (information from the session between the customer's browser and the Server are stored in the cookies) to direct the request to a qualified agent."

The Office Action further relies on the text of Goss found at col. 6, lines 45-51. As can be seen from the text below, the Intranet Server 66 retrieves a customer identifier from a user profile and uses the customer identifier as a skills designator. It should be noted that the customer's user profile is stored on the Database Server 34 (see column 6, line 2-3, as discussed below), and is NOT stored in a cookie or digital certificate. The cited text states:

> Thus, when a call-back request is received from a customer 42, it must be sent to an agent who is trained to service the corporate business client represented by the customer. When the Intranet Server 66 receives the call-back request, it **references the customer identifier from the customer's user profile**. This customer identifier is added to the call-back request, as it will be used as a **skills designator**. (emphasis added)

The Office Action relies on the text of Goss found at column 5, line 65 through col. 6, line 6. The paragraph does not discuss identifying a web call center resource based upon information stored in a cookie or digital certificate. Instead, as can be seen from the text below, Goss discloses that the Database Server 34 is used to store and retrieve customer information, including a user ID and password. The cited text does not teach or suggest identifying a web call center resource. The cited text states:

> In the preferred embodiment of the Contact Server 28 and the call-back services it provides, a customer uses a PC equipped with a Web browser 44 to access a Web site that is supported by the Web server 30 on the call center's Intranet Server 66. This Web site is secured and requires user authentication. Therefore, a customer must first be setup with a user profile. **User profiles may be stored on the Database Server 34**, and contain the customer's user i.d., password, and any other data as needed by the particular service. When the customer 42 has been authenticated, the Web Server 30 sends an HTML file that represents the site's home page to the customer's browser 44. Embedded in this file are the Java applets that manage the call-back services and TCP/IP sessions with agents 14. The Web Server 30 **maintains** a session with the customer's

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browser 44, using cookies or other session maintenance methodology. (emphasis added)

The Office Action further relies on the text of Goss found at col. 6, lines 61-65. The Database Server 34 of Goss stores the customer profile (and therefore the customer identifier) and uses this customer identifier to identify an agent. The cited text states that "[t]he Contact Server 28 queries a skills table **on the Database Server 34** with the customer identifier (which is used in this example as a skills designator) to identify those agents qualified to handle the call-back request." (emphasis added)

The Office Action also relies on the text of Goss found at col. 6, lines 27-33. This portion of Goss only concerns identifying the *caller*. It is apparent from the text that customer information is transferred to the Intranet Server 66 when the customer logs into the Intranet Server 66. The cited text states:

> The Intranet Server 66 receives the call-back request. Since it has been maintaining a session with the customer's browser 44, it knows who the customer is **from the customer log on**. In the embodiment in which a secured Web site is used, **the customer's user profile contains a customer identifier**. This customer identifier designates the corporate business client that the customer represents. (emphasis added)

The Office Action further relies on the text of Goss found at col. 7, lines 1-10. This text provides the same information as a previous citation. The cited text states:

> The Contact Server 28 then queries the state tables on the Database Server 34 to identify an available agent with the highest skill level needed to handle the call-back request. If a qualified agent is available, the Contact Server 28 sends the call-back request to that agent. Otherwise, the call-back request is placed in a queue on the Database Server 34. The Contact Server 28 constantly monitors this queue and the state tables. If a qualified agent is available to handle a call-back request in queue, the Contact Server 28 sends the call-back request to that agent.

The Office Action further relies on the text of Goss found at col. 12, lines 31-37. This text provides the same information as a previous citation. The text below also discloses that the Contact Server accesses the user profile on the Database Server in order to obtain a skills designator. The cited text states:

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At the company, the Contact Server will be used with a Web site that allows the company's customers to access the company's trouble ticket system and view the status of their tickets. Therefore, **each customer** has a **user profile** setup in a **profile database on the Database Server**. It is **from this database** that skills designators are obtained. (emphasis added)

The Office Action further relies on the text of Goss found at col. 12, lines 43-49. This text provides the same information as a previous citation. The cited text states:

In step 110, a customer logs into a Web site. The Web Server authenticates the customer's user i.d. and password against the customer's user profile, which is **stored in a database on the Database Server**. If the customer is authenticated, the Web Server sends to the customer browser the HTML file that contains the Web site's home page. (emphasis added)

The Office Action further relies on the text of Goss found at col. 12, lines 55-59. In the cited text, Goss states that a cookie is used to "maintain" a session. Goss does not teach or suggest using information in a cookie (or digital certificate) to identify a web call center resource. The cited text states:

The Web Server **maintains** a session with the customer browser over the Internet using cookies or other session maintenance technology. This way, when the customer submits a call-back request, the **Web Server** can **identify that customer** for the purpose of matching the call-back request to a qualified agent. (emphasis added)

The Office Action further relies on the text of Goss found at col. 13, lines 7-10. The cited text states:

Additional information can be solicited here [*i.e.*, a web page of step 112,] as well, such as a customer identifier that can be used as a skills designator to match the call-back request to a qualified agent. A call-back time can be solicited, to state when the customer would like to be called back.

The Office Action further relies on the text of Goss found at col. 13, lines 31-36. This cited text discusses using the customer identifier that is obtained from the Database Server 34. The cited text states:

In step 118, the Contact Server queries the skills database with the skills designator (i.e., the customer identifier) to find a qualified agent;

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that is, an agent listed with that particular skills designator. The Contact Server actually identifies all agents with that skill, so that if one agent is not currently available, another agent can be used.

Goss does not disclose all of the elements of the independent claims and therefore does not anticipate independent claims 1, 14, 27, 40, 61, 81, 101, 116, and 131. Dependent claims 2, 5-13, 15, 18-26, 28, 31-39, 41-49, 52-60, 62-69, 72-80, 82-89, 92-100, 102-108, 111-115, 117-123, 126-130, 132-138, and 141-145 are allowable for the same reasons as independent claims 1, 14, 27, 40, 61, 81, 101, 116, and 131.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interests of brevity. Applicants respectfully request allowance of the pending claims.

A telephone interview was conducted with Examiner Barbara Burgess on December 21, 2004. An agenda was faxed to Examiner Burgess at fax number (571) 273-3996 on Friday, December 17, 2004. The agenda included statements from the final Office Action and portions of the prior art Goss patent that were cited in the final Office Action. This text provides the same information as a previous citation. In the telephone interview, claim 1 of the present application was discussed, along with the Goss prior art patent. Examiner Burgess made no arguments. Applicant argued that the invention uses a cookie or digital certificate to identify a web call center resource, as embodied in claim 1. Applicant further argued that Goss discloses cookies in only two places in the text. Applicant stated that Goss discloses that the cookies are used to "maintain a session", but Goss does not disclose any actual use of cookies and does not anywhere mention a digital certificate. Goss does not disclose using a cookie or digital certificate to identify a web call center resource. Instead, Goss discloses using a user profile from a database server to obtain a skills designator.

No agreement was reached in the telephone conference. Examiner Burgess requested that the above arguments be formally submitted for consideration. Examiner

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Burgess stated that a submission after final rejection would be considered. Attorney Jansen stated that the above arguments would be submitted in a response after final.

Please feel free to call me to discuss the patentability of the pending claims.

Date: 12/22/04

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